



Idaho Real Estate License Manual

Policies, Procedures & Explanations

Effective April 2004

Idaho Real Estate Commission

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INTRODUCTION

Is Real Estate the Right Career for You?

Your decision to make a career in real estate, as with the choice of any vocation, merits very careful consideration. Real estate is one of the few remaining vocations based firmly on the principle of individual initiative. It allows for you to reap full rewards from your own efforts. A good income may be your reward as well as the satisfaction of assisting people to fulfill their housing dreams.

Many persons enter the real estate vocation only to discover that they cannot complete the required education and exam, or, having done so, they are unsuited to the work.

A successful career in real estate is based on more than meeting the license qualifications. Successful real estate licensees have the ability, enthusiasm, knowledge, and the will to work hard. They are willing and able to keep up with both the increasing knowledge level demanded of persons in a vocation which strives toward professionalism and the stringent competency level required by the public. Working hours are long and involve evening and weekend work, often requiring the sacrifice of personal plans. The high incomes earned by a few real estate salespersons are usually the result of hard work, long hours, and advanced education and training.

Because earnings are usually on a commission basis, hard work may increase your income. Should you choose not to work hard or if you are unsuited to a career in real estate, the commission basis also means that you will have little or no protection of income level. You should also take into account the cost as well as the time needed to establish and maintain a practice and to provide an income to meet your personal requirements.

There are costs not only to the licensee but to the real estate broker as well. Make no mistake, the cost of employing and retaining you as a sales associate is a real one for the real estate firm. Real estate offices today provide office facilities, advertising, telephones, training, and other essentials at a considerable cost to the firm. Real estate offers a wide variety of specialties for those who can qualify by experience and extra training. Included are: commercial sales and leasing, farm sales, investment real estate, land development, counseling, research, and many more.

The Role of the Idaho Real Estate Commission

The Idaho Real Estate Commission is charged with the responsibility to examine and license real estate licensees, to establish educational requirements for continued licensure, enforce the license laws and take disciplinary action where mandated, and to protect the public. The Commission is headed by four members appointed by the Governor from four different geographical areas of the state—Northern, Southeastern, Southwestern and Southcentral. The Commission members hire an Executive Director to carry out the responsibilities of the Commission on a daily basis. An administrative staff carries out the day-to-day duties of the Commission.

The duties of the Commission members are defined as follows:

1. Interpret the intent of *License Law*, promulgate rules to clarify the intent of law, and review and propose new legislation as necessary.
2. Review and approve the yearly fiscal budget for submission to the legislature.
3. Review monthly financial operating statements.
4. Approve special expenses for conferences, seminars, etc.

5. Determine license fees.
6. Maintain Recovery Fund.
7. Review and approve license exams. Establish passing scores.
8. Determine applicant requests for special consideration, seeking a waiver or modification of licensing requirements.
9. Hear disciplinary actions and issue final orders.
10. Determine general policy guiding inspectors in their audits of real estate offices.
11. Approve, in general, the education courses offered.
12. Approve the education courses that meet prelicense requirements.
13. Work with the Education Council on recommended programs that will require Commission approval.
14. Be available to the public and licensees in their district to appear at various functions as representatives of the Commission. Attend national and district ARELLO conferences.

The Role of the Idaho Real Estate Education Council

The Idaho Real Estate Education Council is charged by the Commission with the responsibility of planning, coordinating, and directing a viable education program for all licensees in the state of Idaho. This responsibility includes the content of required education for initial licensure and continuing education for license renewal at the sales associate and broker levels, and coordination of education programs for specialized development within the industry.

Six voting members comprise the Council. An administrative staff carries out the day-to-day work load of the Council. This staff is administratively aligned with and functions as a part of the Commission. The following functions are reflective of the Council's activities:

1. Certify schools, instructors and courses of education required by Idaho Code.
2. Conduct research to identify educational needs of the industry and the public.
3. Publish educational newsletters, course schedules and other educational materials for distribution to the real estate industry and the public.
4. Coordinate and cooperate with colleges, universities and proprietary institutions for conducting real estate oriented courses.
5. Train and maintain a cadre of well-qualified instructors.
6. Develop and/or revise standardized course materials, instructor guidelines and training aids.
7. Maintain cooperation with nationally sponsored and/or endorsed educational organizations presenting courses in or near our state.
8. Maintain a lending library of books, audio and visual tapes for the industry and the public.
9. Sponsor real estate courses. Although certified real estate courses are normally offered by state and proprietary institutions, it is possible that if there is a demand for a course and the need is not met by a certified school, the Idaho Real Estate Education Council will sponsor the course.

LICENSING INFORMATION

Real Estate Salesperson & Broker Prelicensing Requirements

1. Age Requirement

You must be at least 18 years of age at the time of application for a license.

2. Criminal Offenses & License Discipline

Felony Convictions: You must not have ever been convicted of a felony in any state or federal court. “Convicted” means a plea of nolo contendere, a jury verdict of guilty, or a court decision of guilt, whether or not a judgment or sentence has been imposed, withheld, or suspended. However, if at least five years has passed since you completed any period of probation, confinement, or parole, you may request an “exemption review” to allow the Commission to determine your current suitability for licensure. You may request an exemption review prior to completing the other licensing requirements. Requests must be in writing. No particular form is required other than the submission of a fingerprint card and fee to allow for a national criminal history background check. Because a background check takes weeks to complete, applicants requesting a review are encouraged to submit fingerprint cards early.

The exemption review shall consist of a review of any documents relating to the offense, and any supplemental information provided by the applicant. The Commission may grant, at its discretion, an interview of the applicant.

During the review, the Commission shall consider the following factors or evidence:

- The severity or nature of the felony;
- The period of time that has passed since the felony under review;
- The number or pattern of felonies or other similar incidents;
- The circumstances surrounding the crime that would help determine the risk of repetition;
- The relationship of the crime to the licensed practice of real estate;
- The applicant’s activities since the crime under review, such as employment; education, participation in treatment, payment of restitution, or any other factors which may be evidence of current rehabilitation.

Misdemeanor Convictions: You must not have been convicted of a misdemeanor involving fraud, misrepresentation, or dishonest or dishonorable dealing within the five years immediately prior to your license application date.

Disciplinary Actions: You must not have had a real estate or other professional or occupational license revoked, suspended, or surrendered, or the renewal refused for a disciplinary action involving fraud, misrepresentation, or dishonest or dishonorable dealing, in Idaho or any other jurisdiction, within the past five years.

3. Currently or Previously Licensed in Another State?

Request a certified license history from the states’ real estate licensing department in which you have been or are currently licensed. This certified license history should be sent directly to the Idaho Real Estate Commission.

4. Residency

There is no requirement that Idaho licensees reside within Idaho.

5. Reciprocal Licensing and License Recognition Agreements

A reciprocal license is one that is issued to a person to practice real estate in Idaho in agreement with one of the reciprocal states (Wyoming, Oregon, and Montana). In addition to reciprocal agreements, Idaho has license recognition agreements with other states and Canadian provinces to accept education and examination requirements of active licensure in the other state or province depending on the license agreement. Idaho currently has agreements with Alberta, Canada, and the following states: Colorado, Georgia, Iowa, Kansas, Missouri, Nebraska, North Dakota, Oklahoma, South Carolina, South Dakota, Tennessee, Utah, and West Virginia.

6. Education

Provide proof of your high school graduation, high school equivalency certificate, or GED; plus completion of the following real estate education courses within five years prior to making application for licensure. Course schedules and descriptions for approved Idaho courses are found in *The Real Estate* or on [our web site](#). Students should be aware that scheduled courses may be canceled for insufficient enrollment. Preregistration is usually required two weeks prior to each course. For licensable credit, a minimum score of 70% must be obtained by the student in the final exam for each course (“C” grade for all academic courses). Only one retake is allowed within one month of original exam. Attendance at all sessions of a prelicense course is required. Neither auditing a course, nor challenging a course by exam are acceptable for prelicense course credit.

Salesperson: complete the 45-hour Salesperson Module 1 course and then the 45-hour Salesperson Module 2 course; **OR**

Provide proof of a law degree from an accredited law school (within five years) together with proof of successful completion of a 45-hour Real Estate Salesperson Module 2 course.

Broker: complete the courses required for a salesperson’s license, and at least 90 hours of approved advanced broker education to include: 1) a Brokerage Management course; 2) a Real Estate Law course; 3) two elective courses in separate subject areas consisting of at least 20 classroom hours each. Approved topics include “Areas of Real Estate Specialization,” “Alternative Real Estate Finance,” “Real Estate Finance,” “Real Estate Valuation & Analysis.” **OR**

National level courses consisting of at least 20 classroom hours and offered by a national institute **may** be accepted as satisfying one of the four courses if it does not duplicate the subject matter covered by any of the other three courses. **OR**

Proof of successful completion of the REALTORS® Institute courses, **in Idaho**, together with proof of successful completion of the Brokerage Management course will satisfy the educational requirements for a broker’s license. **OR**

Proof of a law degree from an accredited law school (within five years) together with proof of successful completion of the Brokerage Management course will satisfy the educational requirements for a broker’s license.

Already Have an Out of State License?

Active: Provide a current, certified license history from your state’s real estate licensing department. If it indicates no disciplinary action taken against the applicant’s license, and the status and standing of the applicant’s license in the other state is similar to that applying for in Idaho, then you are **not** required to furnish proof of the educational requirements.

Inactive: Submit documentation to the Commission of all real estate related education which you have completed, such as an education history from your state’s

real estate licensing department, transcripts from the schools in which the courses were completed, or copies of course completion certificates along with course descriptions. The education will be evaluated for transferability purposes and you will be notified of any education deficiencies.

7. Experience (broker only)

You must provide proof of two years active real estate experience within the last five years. The Commission, at its discretion, may modify or reduce the two-year active experience requirement based upon the educational background and experience as a licensed real estate broker or salesperson in another state, or experience in related or affiliated business activities. In deciding whether to consider your experience as sufficient to qualify as “active experience” we are looking for, among other factors, at least 30 hours per week doing real estate business, during at least 100 weeks of a 24-month period with approximately 15-20 sales and listings resulting in over \$2 million in total sales volume.

If you are already hold an active broker’s license in another state, you are **not** required to furnish proof of the experience requirements.

8. Fingerprinting

Idaho Code Section 54-2012 (h) and 54-2012 (iv) (c) require that an applicant for a new salesperson or broker license must submit a completed fingerprint card **and** receive fingerprint clearance from the Commission office **prior to applying for licensure**.

Outlined below are the primary steps to fulfill the fingerprint requirement.

1. The applicant, with the fingerprint card from the Idaho Real Estate Commission needs to go to the nearest law enforcement agency or Promissor test site to be fingerprinted. The fingerprint fee will range from \$0-\$20 and must be paid by the applicant at that time.

2. Within 60 days the completed fingerprint card must be submitted to the Commission. A processing fee of \$34, in the form of a check or money order payable to the Idaho Real Estate Commission or IREC, must accompany the fingerprint card.

3. The Commission forwards fingerprint cards weekly to the Idaho Department of Law Enforcement. The Department performs a state screening and forwards them to the Federal Bureau of Investigation (FBI) in Washington, DC, for a national screening. Finally the cards or a report (if applicable) are returned to the Commission for review. This process can take up to three weeks to complete.

The Commission will process the results on a weekly basis and send a letter of approval to those fingerprints that have been cleared by the FBI. At that time the Commission will accept an application for licensure. Fingerprint results are valid for 6 months from the date released by the ISP/FBI.

Candidates having past felony conviction(s) must request an exemption review when submitting the fingerprint card to the Commission. The review will be conducted after the FBI returns the results. See Criminal Offenses & License Discipline on Page 5.

Fingerprints found to be unreadable due to smudges, etc. will require a new fingerprint card be submitted to the Commission. The \$34 processing fee will not be required, however, the facility providing fingerprinting services may require additional fees.

Below are three guidelines, provided by the Department of Law Enforcement, which will help you in submitting clear, readable fingerprints:

(1) If it is not possible for you to submit a better fingerprint due to injury of a fingertip, ask the official taking the fingerprints to note this on your card.

(2) Be sure your hands are clean when your fingerprints are taken. Oil or grease on the fingertip will prevent a clean, readable print.

(3) There is a space marked “aliases, aka” on the fingerprint card. If you have used other names on your formal records (to include maiden name), please indicate this information here.

9. License Exam

A *Candidate Handbook* is available from the Commission office or on the Promissor website, which contains exam procedures, dates, locations, and other pertinent information.

To register for the exam, candidates may do one of the following at least 3 days prior to their intended exam date:

- call the Customer Care center at (877) 540-5833
- fax the exam registration form to Promissor at (888) 204-6291
- visit the Promissor website at <http://www.promissor.com>

All candidates will be given a confirmation number.

Exam fees must be paid at the testing center on the day of the exam, by certified check, cashier’s check, or money order made payable to “Promissor” or, pay by credit card during preregistration. **No credit cards, personal checks or cash will be accepted at testing center.**

Advise Promissor of any individuals with disabilities needing accommodations.

Exam Score Results & Deadlines: Immediately following the exam, you will receive your score results. The license exam consists of two parts: Part 1 which is general in scope, and Part 2 which is specific to Idaho real estate laws and rules. You must achieve a passing score on each part of the exam within one year of applying for your license. For example: if you passed one part of the exam (either General or Idaho) on January 11, and then passed the other part on August 1, you would have one year from January 11 to apply for your license.

Failure to Report: Failure to report for the exam on the date scheduled will result in the forfeiture of the exam application fee.

Already have an “Active” Out-of-State License? Exam Waiver: If you hold an active license in good standing in another state, you may request a waiver of the general portion of the exam by: 1) submitting a letter to the Commission requesting a waiver, which must include your return address and telephone number, and 2) ordering an official certification of licensure (license history) from your current licensing agency to be forwarded to the Idaho Real Estate Commission. If approved, a “Certificate of Waiver” will be issued to you and must be presented at the testing site the day of your exam.

If you hold an active license, in good standing, with a state that Idaho currently has a written agreement with, you may be exempt from both portions of the exam. Please check with the Idaho Real Estate Commission for a list of those states that hold such an agreement with Idaho.

Reference Materials: The Commission Library has exam manuals and many other real estate textbooks available for checkout. A list of approved textbooks used in Idaho’s real estate courses is available from the Commission office.

* *Idaho Real Estate: Practice and Law*, Real Estate Education Company

* *Idaho Real Estate License Law & Rules*, Idaho Real Estate Commission

* These materials are specific for the Idaho portion of the license exam.

Mastering Real Estate Principles, Real Estate Education Company

Language of Real Estate, Real Estate Education Company

Essentials of Real Estate Finance, Real Estate Education Company

10. Type of License & Status

Below are the ways in which you may be licensed in Idaho and will need to indicate as such on your application.

Active

Designated Broker: Must have a physical location to use as a principal place of business for the real estate license.

Limited Broker: Must license individually. A Limited broker is a licensed Idaho broker, but cannot have employees.

Associate Broker: Must license with an active Idaho designated broker.

Salesperson: Must license with an active Idaho designated broker.

Inactive

Not affiliated with a designated broker, and has a current unsuspended or unrevoked license which is held on inactive status by the Commission.

11. Errors & Omissions Insurance

New applicants, renewal applicants, and licensed “entities” (i.e. corporations, LLC, partnerships) for **active** real estate licensure must each certify that they have obtained errors and omissions insurance to cover all licensed activities. Applicants may purchase E&O insurance in one of the following ways: 1) complete and submit a [group policy application](#) along with the correct premium amount to the group policy carrier; or, 2) Purchase E&O insurance through an independent carrier and keep a completed [“Certification of Coverage”](#) signed by his or her insurance agent stating that errors and omissions insurance coverage has been independently obtained at the office and that the policy complies with the minimum requirements as stated in the Administrative Rules of the Commission. More information about the group policy or copies of the group policy application form or a sample group policy may be obtained by calling the group policy carrier directly or the Commission office.

12. Apply for License

Submit to the Commission office a completed [“Real Estate License Application”](#) with all attachments and fees. Applications are effective on the date the forms, fees and attachments are **approved** by the Commission. Forms that are incomplete, illegible, or not accompanied by the proper attachments will be returned for completion and could delay the effective date.

All checks payable to the Real Estate Commission which are returned by the bank as unpayable for any reason which is not the fault of the bank, shall result in a charge of \$15 per check in addition to the amount owed to the Commission. The payment to replace the bad check shall be in cash, money order or such other which is considered to be cash and acceptable by the Commission. Because of costs associated with the issuing of refunds, it is the policy of the Commission to refund overpayments of under \$25 only if requested in writing within 30 days of IREC receipt of the overpayment. Overpayments of \$25 or more will be automatically refunded.

13. Penalty for Acting As A Broker or Salesperson Without A License

Acting as a broker or salesperson without a license is a crime punishable with a maximum fine of \$5,000 or up to one-year imprisonment. A business entity may be fined \$10,000. The Commission also has regulatory authority to impose administrative fines for unlicensed real estate activity.

Sole Proprietorship Licensing Requirements

Any designated broker doing business as a sole proprietor must submit:

1. A completed [“Notice of Opening A Trust Account and Authorization for Commission to Inspect”](#) form, providing written authorization for the Commission to examine the account at any time. If a trust account is not opened immediately, then submit written instructions on how monies will be handled; and,
2. If applicable, a copy of the filed and date stamped certificate of assumed business name (the Commission may refuse to issue a license if an assumed business name is similar to another real estate firm and may easily confuse the general public).

Business Entity Licensing Requirements

Corporation, Limited Liability Company, Partnership, Limited Liability Partnership, Limited Partnership, or any entity legally capable of conducting business:

The expiration date of each business entity’s license will coincide with the expiration date of the designated responsible broker. Any of the above business **entities** wishing to conduct real estate business which require a real estate license in Idaho must submit:

1. A properly completed [license application](#) or [“Notice of Real Estate License Change”](#) form, whichever is applicable, together with the proper fee, for the individual who has been appointed as the designated responsible broker;
2. An *additional* properly completed [license application](#) for the respective entity and fee;
3. Certify that errors and omissions insurance has been purchased;
4. A completed [“Notice of Opening A Trust Account and Authorization for Commission to Inspect”](#) form, providing written authorization for the Commission to examine the account at any time. If a trust account is not opened immediately, then submit written instructions on how monies will be handled;
5. If applicable, a copy of the filed and date stamped certificate of assumed business name (the Commission may refuse to issue a license if an assumed business name is so similar to another real estate firm as to easily be confused by the general public); **and** the following:

Corporation

6. A copy of the filed and numbered document of incorporation filed with the Idaho Secretary of State; and,
7. A copy of the minutes or resolution of the corporation showing a list of its officers, directors and their addresses; and that a designated responsible broker has been appointed who shall be an officer of the corporation.

Limited Liability Company

6. Copy of the filed and numbered “Articles of Organization” (Idaho) or “Application for Registration” (foreign), available from the Idaho Secretary of State;
7. The portion of the operating agreement naming the designated broker; and,
8. A list of members, managers, and addresses. The designated broker must be a member or a manager.

Partnership

6. Partnership Agreement showing named designated broker. The designated broker must be a general partner; and,
7. A list of members and addresses.

Limited Liability Partnership

6. Copy of filed Idaho “Registration Application,” available from the Idaho

Secretary of State. (If a foreign LLP, a copy of the foreign state's registration only.); and,

7. Copy of agreement showing named designated broker who must be a general partner.

8. A list of all members and addresses.

Limited Partnership

6. Copy of the filed "Certificate of Limited Partnership," filed with the Idaho Secretary of State;

7. Limited Partnership Agreement naming only a general partner as designated broker; and,

8. List of members, whether limited or general partners, and addresses.

Branch Office Licensing Requirements

There are 2 types of branch offices: licensed and unlicensed. Either type must use the same name as the main office.

A **licensed branch office** must maintain:

a. a trust account,

b. all original records for transactions initiated by that office,

c. a branch manager (broker, associate broker, or salesperson with at least 2 years active license experience),

d. a current license for the branch (which will expire the same date as the designated broker); and,

e. a current license for each real estate agent and/or broker.

To establish a licensed branch office, complete and submit a [branch office application](#) together with \$50. A broker may apply to the Commission for authority to relicense a branch office by submitting the proper form and fee of \$50. A branch office license is valid only as long as the establishing broker's and branch manager's licenses are valid.

Unlicensed branch offices can be established anywhere, but **must not** have a separate trust account, or maintain original records for transactions initiated by that office. Agents working from an unlicensed branch office must maintain a current wall license at the main office.

MAINTAINING YOUR LICENSE

Renewing A License

All licenses, including those on inactive status, must be renewed.

It is your responsibility to renew your license on or before the expiration date. While the Commission, as a courtesy, regularly mails renewal applications to each licensee, not receiving a renewal application does not negate the expiration date of the license. If you have not received a renewal application within the first ten days of the month in which the license expires, contact the Commission office immediately for a duplicate copy or [renew your license online](#).

Active renewal applicants must certify that they have successfully met the continuing education requirement and have errors and omissions insurance.

Renewals must be received, complete, at the Commission office on or before 5 p.m. the last day of the licensee's birth month (expiration date is noted on the license). Renewals received after 5 p.m. will be assessed a \$25 late fee.

Licensees may renew on-line at www.idahorealestatecommission.com.

The expiration date of your real estate license coincides with the last day of your second consecutive birth month following, first, the original license date, and then, the last license expiration date. The first license term will vary according to your application date and birth month. After the first license term, subsequent license terms are based on a two-year period from birth month to birth month.

Companies: All companies and any licensed branch offices shall have a renewal date equivalent to the renewal date of the real estate broker establishing the company or branch office. Like individual licensees, the Commission regularly mails renewal applications to the designated broker for each of those entities that require a separate renewal application. However, not receiving a renewal application does not negate the expiration date of the company license. Costs of company renewals vary with the type of company and Corporations, LLCs, and all Partnerships must provide evidence of having errors and omissions insurance at the time of renewal.

These licenses will be renewed online when the designated broker renews his/her license online.

Continuing Education

What is the CE requirement?

All individual licensees must meet the required number of Continuing Education course hours in order to renew his or her license on active status. The Continuing Education requirement does not apply to a license renewed on inactive status.

If you are renewing a license on active status:

All individual licensees renewing a real estate license on or after July 1, 2003 must have 16 hours of elective courses PLUS the Core Course in order to obtain an active license.

If you are changing from inactive to active status:

An inactive licensee seeking to change to active status must have 16 hours of elective courses plus the Core Course if the license was renewed on or after July 1, 2003. If the current license was renewed prior to July 1, 2003, the licensee need complete only eight elective hours PLUS the Core Course.

The continuing education course work applies to each license renewal period, and hours in excess are not accumulated or credited for subsequent license renewals.

For more information regarding continuing education courses, visit our website.

CE for Reciprocal Licensure or License Recognition Agreements

Upon renewal, persons licensed under one of Idaho's interstate agreements, must comply with the continuing education requirements in Idaho, or of his or her state of residence.

A copy of the primary state's license with a current expiration will fulfill Idaho's CE requirements.

Expiration & Termination of Licensure

If you choose not to renew your real estate license by the expiration date, the Commission may accept a request for a late renewal, which shall not exceed one year from the renewal date. A late fee of \$25 shall be charged. Your license expiration date will remain the same, as if you had renewed on time. A licensee who renews a license late online, can only renew it with the same license status and with the same broker (if they were active) as it was when it expired.

If you do not renew your license in a timely manner, it will be on an expired status during which time you may **NOT** practice as a licensee until **properly licensed** on an **active status**.

If you do not renew your real estate license within this one-year expired period, your license will then be “terminated.” You will then need to meet the current licensing requirements at that time, including education, errors & omissions insurance, license exam, and fingerprinting, prior to relicensure. Terminated records are maintained for a limited time and then destroyed.

Please note that your license can be on an inactive status for an indefinite amount of time, **if the license is renewed within each renewal period.**

Making Changes to Your License or Record

Changes to license information shall become effective when the properly completed forms, fees and attachments are received and **approved** by the Commission. Reciprocal licensees must submit a copy of their primary license with the *Notice of Change* form. Forms that are illegible, incomplete or not accompanied by the proper attachments will be returned for completion and could delay the effective date of the change. The designated broker is responsible for all associates licensed with him/her.

The designated broker can add or remove licensees online. Also brokers can make company name and address changes online and print real estate licenses from their computer.

All licensees must notify the Commission of a change in personal address or phone number within 10 days and can do so online.

On-Line Services

The Commission and Access Idaho offer online services. Anyone can [search our licensee database](#) in “real time” by Last Name, First Name, Company Name, City, County, or by more than one search criteria. Licensees may use the Internet portal at www.idahorealestatecommission.com/renewal.html to:

- Change personal address
- Register for IREC sponsored courses
- Change personal name
- Review posted education
- Renew license up to 90 days early
- Renew late license (up to one year from license expiration date)
- Print renewed license

Brokers can additionally:

- Add or remove associates from their office
- Change address of the office(s)
- Change the name of the office
- Print licenses for new associates
- Print duplicate licenses